**INFORMATION DISCLOSURE TRANSMITTAL**

Docket No. W0008/7000

Applicant: James R. McSherry  
Serial No: 09/783,197  
Filed: February 14, 2001  
For: METHOD AND APPARATUS FOR MANAGING WORKPLACE SERVICES  
AND PRODUCTS  
Examiner: Not Yet Assigned  
Art Unit: 2163

**CERTIFICATE OF MAILING UNDER 37 C.F.R. §1.8(a)**

The undersigned hereby certifies that this document is being placed in the United States mail with first-class postage attached, addressed to Assistant Commissioner for Patents, Washington, D.C. 20231 on September 4, 2002.

*Jan L. Mellen*  
Jan L. Mellen

Assistant Commissioner for Patents  
Washington, D.C. 20231

In keeping with the duty of candor and good faith owed to the Patent and Trademark Office, Applicant wishes to bring information to the attention of the Examiner. The filing of this statement shall not be construed as a representation that a search has been made or as an admission that this information is, or is considered to be, material to patentability as defined in 37 C.F.R. §1.56(b).

**Enclosures**

- ☒ A form PTO-1449 listing this information is attached  
☒ A copy of each document cited is enclosed.  
☐ Copies of the cited documents are not enclosed because

**Fees**

- ☐ This statement is filed before the later of (1) three months of (i) the filing of a national application or (ii) the entry date for the national stage of an international application or (2) the mailing date of a first office action on the merits. No fee is due.
- ☒ This statement is filed before the mailing date of a final office action, a notice of allowance or an action that otherwise closes prosecution, and
- ☐ The submission fee of \$180.00 under 37 CFR §1.17(p) is enclosed, or
- ☒ The following certification is made:
- ☒ each item of information contained in this statement was cited in a communication from a foreign patent office in a counterpart foreign application not more than three months prior to the filing of this statement, or
- ☐ no item of information contained in this statement was cited in a communication from a foreign patent office in a counterpart foreign application and, to the knowledge of the person signing the statement

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after making reasonable inquiry, no item of information contained in this statement was known to any individual designated in 37 CFR §1.56(c) more than three months prior to the filing of this statement.

- ☐ This statement is filed on or before payment of the issue fee, the submission fee of \$180.00 under 37 CFR §1.17(p) is enclosed, *and*
- ☐ each item of information contained in this statement was cited in a communication from a foreign patent office in a counterpart foreign application not more than three months prior to the filing of this statement, or
- ☐ no item of information contained in this statement was cited in a communication from a foreign patent office in a counterpart foreign application and, to the knowledge of the person signing the statement after making reasonable inquiry, no item of information contained in this statement was known to any individual designated in 37 CFR §1.56(c) more than three months prior to the filing of this statement.

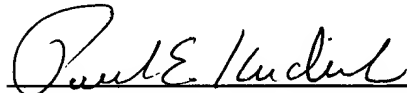
**Payment**

- ☐ A check in the amount of the submission fee is enclosed.
- ☐ Charge Account No. 02-3038 in the amount of the submission fee. A duplicate of this transmittal sheet is attached.

**Authorization to Charge Additional Fees**

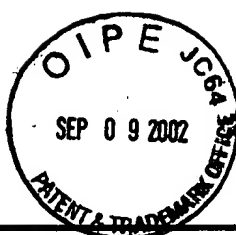
- ☒ The Commissioner is hereby authorized to charge any additional fees under 37 C.F.R. §1.16 and §1.17 required by the attached paper and during the entire pendency of this application to Account No. 02-3038.

Respectfully submitted,



Date: 8/14/02

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**INFORMATION DISCLOSURE STATEMENT  
BY APPLICANT Sheet 1 of 1**

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**U.S. PATENT DOCUMENTS**

Exam Inits	Cite No.	Patent Number	Kind Code	Patentee or Applicant Name	Issue Date
		5,983,369		Bakoglu, et al.	11/1999
		5,806,043		Toader	9/1998

**FOREIGN PATENT DOCUMENTS**

Exam Inits	Cite No.	Cy	Number	Kind Code	Patentee or Applicant Name	Publication Date	T
		WO	00/74193	A1	Nowonder, Inc.	12/7/2000	<input type="checkbox"/>
		EP	0 952 539	A2	Nortel Networks Corp.	10/27/1999	<input type="checkbox"/>
		WO	01/86928	A1	Konin-Klijke KPN N.V.	11/15/2001	<input type="checkbox"/>
							<input type="checkbox"/>
							<input type="checkbox"/>

**OTHER PRIOR ART – NON PATENT LITERATURE AND DOCUMENTS**

Exam Inits	Cite No.	Include name of the author (in CAPITAL LETTERS), title of the articles (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T
		ACKERMAN, Mark S., et al., "Answer Garden 2: Merging Organizational Memory with Collaborative Help", Proceedings of the ACM Conference on Computer-Supported Cooperative Work (CSCW'96), Department of Information and Computer Science, University of California, Irvine, California, BNSDOCID: <XP_2102511A_2 >.	<input type="checkbox"/>
			<input type="checkbox"/>

Examiner  
SignatureDate  
Considered